

BUILDING DEVELOPMENT COMMISSION

Minutes of July 15, 2014 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:07 p.m. on Tuesday, July 15, 2014.

Present: Jonathan Bahr, Melanie Coyne, Ed Horne, Bernice Cutler, John Taylor, Travis Haston, Jon Wood, Chad Askew, Hal Hester, Zeke Acosta and Rob Belisle

Absent: Kevin Silva

1. MINUTES APPROVED

John Taylor requested answers to questions in item number eight be included in the meeting minutes. Rebecca Wright will revise and redistribute. John Taylor made the motion, seconded by Jon Wood to approve the May 20, 2014 revised meeting minutes. The motion passed unanimously.

2. BDC MEMBER ISSUES AND COMMENTS

JT: Is there a way to look up all costs on a permit as well as a project address?

PG: We don't have a system that pulls all costs of a project at this time but are working on it and need more time.

JT: Has there been any progress made on being able to see all open permits associated with an address? And is it about how permit data is entered?

PG: We understand the importance of this development process but we need additional time to get it in place.

BC: Updated members on the electrical issue with multi-family. The GCAA filled out and submitted a petition to the BCC to address this issue. In the September meeting there will be a motion for it to be assigned to committee and addressed. It could be elevated to an emergency status issue which is what the GCAA is going for; a swift resolution.

Jim Bartl asked Lon McSwain to define "emergency petition" to meeting attendees.

Lon McSwain defined an emergency petition as one that has to involve life safety issues.

John Taylor discussed a project that went well overall until it came to the final inspection; which took a week longer than it should due to the inspector that went out on vacation. John will provide specifics of this project to Gene Morton for further review.

TH: If an inspector is out for a week; the customer should receive a call from the inspections department stating who is covering for the inspector.

3. PUBLIC ATTENDEE ISSUES

There were no public attendee issues.

4. REPORT ON CSC PROJECT STATUS AND TIMELINE

Melanie Sellers's provided a briefing and timeline on the Customer Service Center which included a draft organization chart. In describing staffing levels, Melanie shared that the CSC Manager will act as the Sr. Customer Liaison having 2 customer liaison individuals helping customers with the process who are having difficulty working the system or those that just don't understand. The 4 concierge positions are frontline and will be assisting first line customers in our system. Taking the phone system and counter customer counts; we serve an average of 10K per month. The 5-7% will go into CSC (between 24-30 per day); could be 5 minutes or could be 45 -60 minutes. Phase I will be to hire the training coordinator and the manager of the center. The training coordinator position was approved last year. This position is tied to LUESA as a whole and can assist creating the answer book. To be used by everyone in the center to help customers as well as use in training. The senior customer liaison and manager will work w/ the training coordinator to create this answer book. We would like to hire first 2 in fall then winter to develop answer book and have a draft recommendation that four concierge positions be hired. Two of these would focus on walk-in traffic, one would focus on phone, and one on online support. All will have interchangeable training and be able to serve as back-up to each other. These positions will be hired in addition to the three customer liaison (CL) positions already approved by the BOCC. The detail design team also recommends the hiring of the senior customer liaison/manager and an already-approved

LUESA training coordinator position for Phase I of the customer service center. These two positions should be filled asap as they will do a significant amount of the legwork in developing the informational and functional infrastructure for the CSC. Sandra went on to say that Phase I of the CSC development will take the project from concept to a small-scale launch by March 30, 2015. Phase II will include filling the entire CSC org chart. Major milestones along the way will include; securing counter space to use while renovations of the Hal Marshall Center are pending, phone tree modifications and Q-Flow modifications; hiring of the LUESA Training Coordinator and the CSC Manager/Senior Liaison; training of these staff to include development of a working draft of workflows, reference material such as The Answer Book and daily processes for the CSC. The schedule also includes the procurement of necessary technology, headsets, tablets, phones, computers and relevant software, as detailed in previous CSC presentations.

Sandra identified and redesigning our phone system allowing customer to get where they need to be without being transferred around.

Shannon Clubb presented the BOMGAR real time CSC Management tool to be used with iPads resulting in the reduction of customer support waiting time. Due to projector difficulty; Shannon was unable to show members the YouTube video describing BOMGAR but said she would forward video link to all members afterwards.

EH: Will this process be similar to visiting an “Apple” Store where your staff will meet the customer where they are? Shannon confirmed this is the idea.

BC: Asked if there was any reason that the “Answer Book” cannot be published? Jim shared this would be considered.

JT: Asked if we were waiting to hire because space issues? Jim shared this is not the case.

TH: Asked if positions have been approved. Jim confirmed they have been approved.

5. RESULTS OF FY14 AE FEEDBACK TOOL

Patrick Granson shared a pie chart summarizing results previously sent to BDC members in advance of the 7.15.14 meeting. Patrick went on to say that from 7/1/13 to 6/30/14, the AE Feedback tool sent 10,524 surveys to the responsible AE on Mega or OnSchedule review discipline cycles upon closing. Results showed; 1714 respondents; a 16% response rate, which is very good. In addition, responses included a total of 10,384 grades; as each respondent is asked 8 questions. 4.3% of the grades fell in the grade ranking of unacceptable-needed improvement; 45.5% of the grades fell in the grade ranking of acceptable-met expectations and 50.2% of the grades fell in the grade ranking of exceeded expectations-excellent-exceptional. We’re offering this to you as additional information, not as an answer to the Select Committee Survey, which we will continue working to understand.

6. FINDINGS OF CONSISTENCY DATA STUDY

Rob Drennan discussed a concern voiced by the industry that relates to inspectors identifying new defects on follow-up inspections. In order to evaluate this, we had to identify an inspection set that is not impacted by the contractor splitting up inspection task (footing, framing, electrical roughs, etc.) requests by work area, in which case the P&I system has no way to tie re-inspection results back to a specific work area within a permit. Consequently, we focused on building final inspections. We studied 12,825 building final inspections, from 1/1/2013 to 12/31/2013. We found that 554 had two or more failed inspections, so the “inconsistency” field could be no larger than 4.32% (554/12,825), however; we believe the number is smaller, since that is the total number of inspections moving into 3rd cycle, regardless of whether new defect topics were owed to “inconsistency”, confusion over terminology or other errors by the owner’s team. Two

examples include 136 of the 554 inspections (or about ¼ of the 4.32%) related to “jobs not ready” and 261 of the 554 inspections (or about ½ of the 4.32%) related to cases where the previous list left on site was not completed by the contractor when they called again for the next inspection. We have 22 pages of related backup data if anyone wants it. We identified five process changes we can make to improve how this works for customers. We can develop common language among the individual trade defect lists. The defect lists were initially developed in 1998 on a trade-by-trade basis with industry representatives; consequently, the same topics may use different language in differing trades. An example of this is “not ready” vs. “task requested is incomplete”. Another is “defect on previous list not corrected”. We can develop common criteria for the use of “too many defects to list”. We can eliminate obsolete terms; such as “call clerk”, replacing with the direct connection to inspection failure information on the web. We can develop new tools for paper based sites; so that failure notes left on site are also auto entered into the project’s POSSE record. We can eliminate all code defect references to “other; but will require further research. It will take approximately 45-60 days to get these changes in place.

The Department is also outlining an auto report that could be run on a monthly basis, or that can include an incident threshold (a defined percent) allowing new code defect entries to occur no more often than that on a regular basis, with a manager’s flag if an inspector exceeds that percent.

JT: Is this building finals only? Jim said yes, not electrical

JT: When you call in a final it would be interesting to know the first failure rate. What’s the 4.32% relationship to all final requests (passed or failed)? What is the first pass rate on those finals? Further discussion on using the neutralized code if it’s not caught the first time. **John Taylor, Zeke Acosta and Travis Haston** further discussed how this occurs.

7. REPORT ON BUILDING PLAN REVIEW MOE DEFECTS

Andy Scoggins made a presentation to the BDC on a report that outlines the types of projects and the geographic location of designers for projects on the top 10 defects list; previously requested by members to identify a specific defect, such as Means of Egress, the number of projects turned down for the defect, the occupancy or the designer and designer address. Data is reportable from January 28, 2012 to present and is collected from projects in Electronic Plan Management. Once the report is generated, it can be converted to an Excel spreadsheet and refined. The data is searchable by approximately 35 fields to include; Date Range, Review Trade, Address, Permit Type and Designer. There are many search options as all 35 fields of data are returned and can be exported to Excel for filtering.

8. REPORT ON SELECT COMMITTEE CUSTOMER SURVEY

Ebenezer Gujjarlapudi addressed the BDC stating the reason we have not released the raw data is based on the advice from our county attorney. Several people completing the survey provided names of employees which effects the varying processes of the distribution of public records. Attorney is looking into it and we will send you the raw data as soon as we receive direction from Marvin Bethune. 17 of 17 focus groups have completed their work as of yesterday. We will bring you their summary once it is compiled. Of the 99 BDC surveys, 30 clicked through the survey w/out answering any questions or providing any information. 69 out of 99 gave very little information to specific info. 22 provided project location and details. 38 did not identify a project. Out of the 69 – 9 dealt with other agencies. We have 69 sets of information from the survey results. As soon as we hear from our attorney we will let you

know. 28 of 69 requested a follow-up & staff has started contacting those. An independent review contractor "Gartner" will provide suggestions by the end of November w/ solid recommendation. We are not static; we are already beginning to make changes. Feel free to contact EG and / or JB with any questions you may have.

CA: What is the credentials/background of the 3rd party group?

EG: Gartner consulting does international work. They are process experts, mapping processes and providing an efficient way to get there. 2nd group is subject experts. Will email you names of the team if you would like to research them further. They are working with City and County simultaneously

CA: Is the City side looking at planning or engineering?

EG: Planning and process; not regulations.

MC: What level of experience does the 69 surveys received have?

EG: I will include that info as part of the raw data summary to be provided you; hopefully within the next 2 weeks.

Bernice Cutler distributed to members, a memo sent to her from a construction project manager. Bernice went on to say this begins to describe the nature of continuous problems heard from their members; brought up in the select committee. This letter was shared as a representation of a good example of what they have been trying to represent. In the select committee we talked about retribution. She spoke with someone today that didn't fill out the survey because of fear of retribution which is why some people didn't provide project specific details. This was discussed further as a group. Ebenezer thanked Bernice for the information and the letter stating he would research further. Ebenezer also stated that he is in attendance at the inspector's staff meetings and has communicated to all inspection staff that any reference to retribution will not be tolerated and if we determine this has happened action will be taken. This has been a clear message of his since the beginning. Ebenezer went on to say that this is why we are using so many avenues to obtain as much information as possible.

9. QUARTERLY REPORTS

Consistency Team Report

Tommy Rowland gave the Consistency Team Report stating that Building held three sets of meetings this quarter. Bldg-Residential addressed a total of 31 questions. Contractor attendance averaged 8 at each meeting. Bldg-Commercial addressed a total of 21 questions. There were no contractor or AE attendees at any of these meetings. Electrical held three consistency meetings, with a change in format to open discussion on selected topics in the non-contractor meeting. In total, the April & May meetings addressed 13 topics. The June meeting addressed 12 Q&A with 4 contractors attending. Mechanical/Fuel Gas held two meetings (June was cancelled), addressing 9 Mechanical questions. Contractors attended both meetings; 3 in April and 1 in May. Plumbing held two meetings (June was cancelled), addressing 16 questions. Contractors attended both meetings; 6 in April and 3 in May.

Technical Advisory Board Quarterly Report

Lon McSwain presented the quarterly report on TAB stating that TAB held three meetings over the last quarter. The April 16th & May 21st sessions focused on developing a composite proposal list to submit for sustainable building practices to the Mecklenburg Livable Communities Plan (MLCP). The June 18th meeting introduced new members and reviewed the BDC's charge to the BDC. This quarter's TAB report to the BDC includes a draft of the proposals the TAB is submitting for consideration to the MLCP Building Committee, broken down into 3 categories; livability, education and incentives.

Commercial Plan Review Report

Melanie Sellers presented Commercial Plan Review's Quarterly Report stating that in Part I: 69% of projects pass on 1st rev'w; 81% passed on 2nd rev'w (both up from last quarter). Pass rates on 1st review

by trade for Bldg–84% (was same); Elec – 83% (was same); Mech – 83% (was 82%); Plbg – 82% (was 79%). Part II: the most common defects: examples include:

- Bldg: Appendix B, exit related (3), UL assembly, passive fire protection, energy summary
 - Elec: services/feeders, general, branch circuits, grounding & bonding, class 1 locations, ref’g eqpt.
 - Mech: exhaust, fresh air req’t, eqpt location, duct systems, gas pipe size & inst’l, fire/smoke dampers
 - Plbg: drainage piping, plbg syst inst’l, venting, water distr piping & mat’ls, traps, minimum facilities
- In Part III, 1st use of “approved as noted” (AAN) at 32% by all trades on average (last quarter was 34%)
- biggest users; CFD (86%) and MCFM (65%)
 - critical path users; Bldg (24%, up from 17%), Elec (14%, down from 16%), Mech (12%, down from 23%), Plbg (17%, down from 31%)
 - Bldg up 7%, Elec down 2%, and M/P down a lot (11% & 14%).

Code Compliance Report

Joe Weathers presented the Code Compliance Report noting that we are still using a format allowing you to compare how topics & their standings change, by quarter. “Not ready”; Bldg – 4.88% (was 6.37%), Elec – 7.51% (was 7.24%), Mech – 6.26% (was 6.11%), plbg – 9.41% (was 11.19%)

- Rough/finish % split varies, some up, some down
 - Bldg; rough @ 41% (up 4% from 36.85%), finish @ 19.17% (down 2% from 21.34%)
 - Elec; rough @ 23.17% (down>1% from 24.81%), finish @ 53.14% (up >1% from 51.9%)
 - Mech; rough @ 31.31% (up <1% from 30.74%), finish @ 57.28% (up 2%+ from 55.34%)
 - Plbg; rough @ 30.32% (up 1%+ from 29.32%), finish @ 33.30% (down >2% from 35.56%)
- “Top 15” repeating topics; building at 87%, Electrical at 87%, Mech at 80% and Plbg at 80%

10. QUARTERLY BDC BULLETIN EXERCISE

Previous bulletin topics:

July, 2012 Fy2012 year end work load summary Cost Recovery Work Group changes approved by BOCC RDS program challenges Prelim Review policy change Dept available for early project meetings on process	October, 2012 Democratic National Convention success RDS Master Plan change Cost Recovery Work Group changes approved by BOCC CSS Customer survey focus group follow up work	January, 2013 IOS Commercial score of 1 BOCC approves 21 positions Racking permit process discussions Revisions to inspections auto notification	April, 2013 Change of BDC leadership Lien agent legislative change Status of 12/4/2012 betterment Trends considered in Fy14 budget development CTAC-EPS installation takes Dept to 98% paperless
July, 2013 Fy14 Code Enforcement budget proposal Economic data trends and betterment proposal POSSE upgrade announcement Fy14 budget technology enhancements	October, 2013 New BDC members Code interp search engine goes live Owner-developer webpage “Starting a small business” webpage BIM-IPD and future Department challenges	January, 2014 Role of the BDC 2014 CSS survey distribution HCD Team concept CSC design project BDC discussion of BCC 6 year code cycle proposal	April, 2014 CA web search engine available Customer Service Center design project work BDC Select Comm to meet with industry IRT Subcommittee recommendation to add inspector positions
July, 2014 Customer Service Center project status Phased occupancy best practice summary			

Select Committee status and
following task force work

Overview of the Department's
work

11.DEPARTMENT STATISTICS & INITIATIVES REPORT

June Statistics

Permit Revenue:

- June permit (only) revenue- \$1,901,786, compares to May revenue of \$1,683,122.
- Fy14 revised budget projected monthly permit revenue; \$18,266,929/12 = \$1,522,244
- So June permit revenue is \$379,542 above monthly projection
- YTD (6/30/14) permit rev = \$21,126,745; above projection (\$18,266,928) by \$2,859,817 (15.6%)

Construction Value of Permits Issued:

- June total - \$392,456,728, compares to May total - \$295,464,239
- YTD at 6/30/14 of \$3,994,701,357; 26.48% above Fy13 constr value permit'd at 6/30/13 of \$3.158B

Permits Issued:

	May	June	3 Month Trend
Residential	5563	5242	3970/4922/5563/5242
Commercial	3014	2959	2740/2809/3014/2959
Other (Fire/Zone)	511	566	543/593/511/566
Total	9088	8767	7253/8324/9088/8767

- Changes (May-June); Residential down 5.8%; commercial down 1.8%; total down 3.53%

Inspection Activity: Inspections Performed:

Insp. Req.	May	June	Insp. Perf.	May	June	% Change
Bldg.	6940	7160	Bldg.	6739	6993	+3.77%
Elec.	7785	8514	Elec.	7703	8541	+10.9%
Mech.	4260	4460	Mech.	4199	4517	+7.57%
Plbg.	3358	3495	Plbg.	3322	3418	+2.9%
Total	22,343	23,629	Total	21,963	23,469	+6.86%

- Changes (May/June); Bldg up <4%, Elec up 11%, Mech up <8%, Plbg up <3%
- Inspections performed were 99.32% of inspections requested

Inspection Activity: Inspections Response Time (New IRT Report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	May	June	May	June	May	June	May	June
Bldg.	78.5	75.1	94.9	94.59	99.2	99.1	1.27	1.38
Elec.	70.3	57.6	97.2	90.6	99.7	98.7	1.32	1.54
Mech.	69.5	68.1	93.3	95.8	98.7	99.3	1.38	1.37
Plbg.	71.7	74.1	95.6	97.0	99.8	99.7	1.33	1.29
Total	72.9	67.3	95.5	93.7	99.4	99.1	1.32	1.42

Note: this data is from the new CEM dash

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**, so the new IRT report indicates the June average is currently **17.7% below the goal range**.

Inspection Pass Rates for June, 2014:

OVERALL MONTHLY AV'G @ 82.23%, compared to 81.99%, in May

Bldg: May – 75.34%
 June – 77.75%

Elec: May – 79.91%
 June – 78.7%

Mech: May – 85.82%
 June – 85.32%

Plbg: May – 91.18%
 June – 91.71%

- Bldg up 2%+, Elec up 1%+, Plbg up <1%+, Mech down <1%
- Overall average up slightly from last month, and above 75-80% goal range

On Schedule and CTAC numbers for June, 2014:

CTAC:

- 92 first reviews, compared to 136 in May.
- Projects approval rate (pass/fail) – 70%
- CTAC was 32% of OnSch (*) first review volume $(92/92+197 = 289) = 31.83\%$
 *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- October, 12: 183 -1st rev'w projects; on time/early–97% all trades, 98.75% B/E/M/P only
- November, 12: 141 -1st rev'w projects; on time/early–92.4% all trades, 97% B/E/M/P only
- December, 12: 150 -1st rev'w projects; on time/early–93.25% all trades, 96.75% B/E/M/P only
- January, 13: 140 -1st rev'w projects; on time/early–89.12% all trades, 94.25% B/E/M/P only
- February, 13: 142 -1st rev'w projects; on time/early–81.125% all trades, 94.25% B/E/M/P only
- March, 13: 137 -1st rev'w projects; on time/early–87.5% all trades, 91.5% B/E/M/P only
- April, 13: 149 -1st rev'w projects; on time/early–94.375% all trades, 94.5% B/E/M/P only
- May, 13: 216 -1st rev'w projects; on time/early–96.375% all trades, 96.25% B/E/M/P only
- June, 13: 191 -1st rev'w projects; on time/early–96.88% all trades, 97.5% B/E/M/P only
- July, 13: 197 -1st rev'w projects; on time/early–90.375% all trades, 92% B/E/M/P only
- August, 13: 210 -1st rev'w projects; on time/early–89.4% all trades, 93.5 B/E/M/P only
- September, 13: 203 -1st rev'w projects; on time/early–89.88% all trades, 92.5% B/E/M/P only

- October, 13: 218 -1st rev'w projects; on time/early–88.75% all trades, 91.25% B/E/M/P only
- November, 13: 207 -1st rev'w projects; on time/early–95.87% all trades, 94% B/E/M/P only
- December, 13: 157 -1st rev'w projects; on time/early–96% all trades, 92.5% B/E/M/P only
- January, 14: 252 -1st rev'w projects; on time/early–92.38% all trades, 94% B/E/M/P only
- February, 14: 199 -1st rev'w projects; on time/early–85% all trades, 95.25% B/E/M/P only
- March, 14: 195 -1st rev'w projects; on time/early–97.38% all trades, 95% B/E/M/P only
- April, 14: 242 -1st rev'w projects; on time/early–94% all trades, 90.5% B/E/M/P only
- May, 14: 223 -1st rev'w projects; on time/early–97.63% all trades, 96% B/E/M/P only
- June, 14: 241 -1st rev'w projects; on time/early–94% all trades, 95% B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on June 30, 2014, showed
 - 1-2 hr projects; at 2-4 work days booking lead, except Elec-6, and City Zon'g - 5 days
 - 3-4 hr projects; at 2-3 days, except Elec-6, MP-23, and City Zon'g - 5 days
 - 5-8 hr projects; at 3-6 days, except Elec-17 and MP – 25 days.
- CTAC plan review turnaround time; BEMP at 6 work days, and all others at 1 day.
- Express Review – booking lead time was; 7 work days for small projects, 15 work days for large

Jim noted that the 2nd BDC Select Committee meeting is set for Tuesday, July, 29th from 1:00 p.m. – 3:00 p.m.

12. Manager / CA Added Comments

No Manager or CA comments.

13. Adjournment

The July 15th, 2014 Building Development Commission meeting adjourned at 5:15 p.m.

The next BDC Meeting is scheduled for 3:00 p.m. on Tuesday, August 19, 2014.